



Team Manager

Summary: The Team Manager is responsible for the daily administrative and overall operations of the assigned clinical team(s). This person is responsible for the supervision of all employed non-provider practice staff. They serve as the primary leadership communication link between the teams and departments throughout the organization. The clinical manager is responsible for ensuring the overall smooth operation, staff engagement and patient quality experience while achieving practice and organizational goals.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Lead the operational effectiveness and efficiency of clinical operations and staff.
- Implement organizational policies, procedures and standards of work.
- Develop and maintain a highly motivated and well-trained staff.
- Hire, develop, evaluate, and (when necessary) discipline and discharge subordinates or make authoritative recommendations in such matters.
- Provide input on the budget process and monitor the approved yearly practice budget.
- Evaluate and resolve team activities, needs, and problems on a weekly or as-needed basis to direct report.
- Provide appropriate and timely communication with staff and providers.
- Oversee, facilitate and ensure staff education and adherence to regulatory requirements (NCQA, OSHA and CLIA).
- Work to establish a high level of patient flow and manage wait times.
- Resolve complaints in a diplomatic and timely manner.
- Develop staff schedules to achieve maximum productivity and adequate staffing level of the team(s).
- Implement process improvement measures related to clinical quality and standards of service.
- Regularly implement recognition of staff in a positive, supportive and encouraging manner.
- Effectively present data and information to gain support of key stakeholders when implementing/motivating change in the team(s).
- Oversee facility cleanliness, working with facilities on maintenance, safety issues, and moving vaccines when deemed necessary.
- Perform other related duties as assigned.

Supervisory Responsibilities: Manages the daily operations of assigned clinical team(s), including direct oversight of Medical Assistants. Executes supervisory responsibilities in accordance with the

organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Requires a Bachelors Degree or 10 years of leadership experience in healthcare or a closely related field. An equivalent combination of education and experience is desired. Clinical experience preferred.

Computer Skills: To perform this job successfully, an individual should have an intermediate level of knowledge of using the internet, utilizing Excel spreadsheet software, and Microsoft Word software. Must have intermediate level of knowledge of utilizing Outlook software to manage schedules and communicate through the use of email to various recipients. Experience working with electronic health systems is preferred.

Other Qualifications: Must have adequate transportation to visit the five sites of the Family Health Center.

How to Apply: Please apply on our [website](#)

Contact Information:

Matthew Lemmer | Human Resources Recruiter
Family Health Center | 117 W Paterson St | Kalamazoo, MI 49007
Office (269) 349-2641 x545 | Fax (269) 349-2898

matthew.lemmer@fhckzoo.com

